

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
FEBRUARY 2016**

<p>COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p align="center"><u>1</u> <u>1/31/2016</u> <u>Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>2/1/2016</u></p>	<p>Is there a place in Newport Beach I can drop off some books to be recycled?</p>	<p>Books may be donated to the Friends of the Newport Beach Library. These books are sold in their bookstore or during quarterly book sales at the Central Library. The money from the sale of books is donated to the Library to support programs and collections. You may drop off your donated books at the Friends Bookstore on the first floor of the Central Library or at any of the 3 Branch Libraries. The Friends of the Library are a 501c3 non-profit organization and they will give you a donation receipt for your tax purposes. Thank you for thinking of the Library.</p>
<p align="center"><u>2</u> <u>2/3/2016</u> <u>Written Comment</u> <u>Debbie Walker</u> <u>Youth & Branch Services Coordinator</u> <u>2/3/2016</u></p>	<p>I want you to know that I loves the CdM and Balboa branches and the staff. "The people that work there are wonderful. " Evelyn Rogers, the multi-tasker, who is always there with an answer to my detailed questions. Evelyn is quick, polite and has great skills. I think the library runs fine, just the way it is. I love how they cater to the children's activities.</p>	<p>I received your comment form stating that you found the librarian service at Balboa and Corona del Mar outstanding. I have shared your comments with the staff. We appreciate you taking the time to acknowledge their positive customer service skills. It is a top priority for all staff members of Newport Beach Public Libraries to provide thorough and excellent customer service. We thank you for your use of the library and your comments. Sincerely.</p>
<p align="center"><u>3</u> <u>2/4/2016</u> <u>Email</u> <u>Elaine McMillion</u> <u>Admin Support Specilaist</u> <u>2/4/2016</u></p>	<p>I'm wondering if you still accept used books in good condition. My significant other passed away a couple of years ago and has all kinds of books here that he would want you to have, if you accept them still. He was a CPA and also very much involved in legal work. Also religious books. He actually wrote a few and had them printed into soft cover books. I live here in Newport if you would like to stop by and look. Many of them are on book shelves on our back porch which is a secured area.</p>	<p>Yes, books may be donated to the Friends of the Newport Beach Library. These books are sold in their bookstore or during quarterly book sales at the Central Library. The money from the sale of books is donated to the Library to support programs and collections. You may drop off your donated books at the Friends Bookstore on the first floor of the Central Library or at any of the 3 Branch Libraries. The Friends of the Library are a 501c3 non-profit organization and they will give you a donation receipt for your tax purposes. The Bookstore telephone number is (949) 759-9667. Thank you for thinking of the Library.</p>

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<u>4</u> <u>2/12/2016</u> <u>Written Comment Card</u> <u>Natalie Basmacyan</u> <u>Adult Serv Coord/Ref Supervisor</u> <u>2/16/2016</u>	Would you please consider getting a "Pop Filter" for the Sound Lab. Thanks. *****Natalie, Please call me by my first name. Super-thanks for the pop filter. It really is an important piece of equipment & I am very grateful for its' purchase & installation. Cordially.	Thank you for taking the time to complete a customer comment card regarding a pop filter for the Sound Lab. We have purchased one and it will be installed this afternoon. Please let us know if there are any other items or services to consider. Thanks again for the suggestion.
<u>5</u> <u>2/16/2016</u> <u>Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>2/17/2016</u>	I visit my daughter here for extended periods, but my residence is in Hawaii. I have no CA ID. I would like to check out DVDs. May I get a non resident card?	We will be pleased to have you use the Library when you are here in California. There is a \$10.00 annual non-resident fee for the Library card. You may obtain and use the card at any of the 4 Libraries here in Newport Beach. The annual fee allows you to use the card when you are here visiting and also use our on-line databases and eBook services from your home in Hawaii. We look forward to your visit.
<u>6</u> <u>2/19/2016</u> <u>Written Comment Form</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>2/22/2016</u>	Please notify Police or City about making left turn on Irvine (south) to enter library. The grass is too high making it dangerous due to poor visibility.	Your message about the left turn off Irvine Avenue into the Library was forwarded to me from the Mariners Branch. I have contacted the City departments in charge of landscaping and traffic engineering and passed on your concerns. I am confident that they will look into this situation and determine any improvements that are necessary. Thank you for using the Library.